State of Rhode Island
Department of Health
Rhode Island Vital Events Registration System
(RIVERS)

Death Funeral Home User Training Guide

Version 1.5

11/10/2021

Revision History

Date	Description	Version of System	Author
03/08/2021	Initial Draft	1.0	Abigail Kauffman
06/09/2021	Format Additions	1.1	Haley Krause
07/09/2021	Content Changes	1.2	Haley Krause
08/10/2021	Review/Content Changes	1.3	Abigail Kauffman
08/27/2021	Review/Content Changes	1.4	Abigail Kauffman
11/10/2021	Content Changes	1.5	Abigail Kauffman
11/12/2021	Review	1.6	Chad Denlinger

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Important Terms

Demographic Data Entry: Demographic data entry refers to the system process that supports data capture of the items on Demographic tabs (Demographic 1 through Demographic 5) defined as the responsibility of the Funeral Director or an entity acting as such.

Demographic Verification: Demographic Verification refers to the electronic equivalent of the funeral director signing the death certificate to indicate that the information completed by the funeral home is accurate. The demographic verifier is the person who reviews and verifies the demographic portion of the death certificate and as such is most often ultimately responsible for the completion and filing of the death certificate.

Burial Transit Permit: The Burial Transit Permit is the mechanism for the authorization of the disposition and transit of the deceased body. It is a printable form from the system.

Disinterment Permit: The Disinterment Permit is issued from the fee module and used in the disinterment of a body connected to a registered death record.

Funeral Director: The funeral director is a licensed professional responsible for completing, filing and verifying the demographic portion of the death certificate. Typically, the funeral director is the person who verifies the death record.

General/Back Data Entry: General Data Entry is the data entry process provided to authorized State users. It allows for the data entry of records that are fully paper by allowing the user access to all data entry fields.

Medical Certifier: This term refers to the Physician, Physician Assistant, Certified Nurse Practitioner, or Medical Examiner who is responsible for completing and certifying the accuracy of the medical items on the death certificate. Physicians are generally tied to a specific login location, but they may be tied to more than one login location.

It is standard procedure for Physicians to certify only those cases where the manner of death is natural.

Medical Certification: Medical Certification refers to the electronic equivalent of the Medical Certifier signing the death certificate to indicate that the information completed by the Medical Certifier is accurate. This includes cause of death and underlying causes as well.

Medical Data Entry: Medical Data Entry refers to the system process that supports data capture of the items on Medical tabs (Medical 1 through Medical 4) defined as the responsibility of the Medical Certifier.

Medical Examiner: The Medical Examiner is a Medical Certifier responsible for investigating deaths where the manner of death is anything other than natural. The Medical Examiner may also assume responsibility for completing a death certificate in the case of an unknown or unclaimed body as well as any cases referred to them. In these cases, Medical Examiner may act as a funeral director and also complete and verify the demographic information of the certificate.

State Users: This term refers to staff at the central State Office associated with the State Office location. Related processes will vary based on the users' assigned roles.

Record Locking: It is assumed that the record will typically be completed with two distinct data entry processes: demographic and medical. Each will have its own 'release' point that is related to the respective "verification" (demographic portion) or "certification" (medical portion) component. Once a given portion has been certified or verified, that portion of the record is locked from further change by the respective participant.

Designation: The term designation relates to the process of identifying either the Medical Certifier office or the Funeral Home on the record so that the record becomes accessible to that entity for continued processing. Anytime the designated location is changed regarding a Medical Certifier, a new e-mail or text message will be generated as described for notification.

Filing on Behalf of: The Funeral Home of Record (responsible for filing the death certificate) may specify the name and address of an additional Funeral Service Provider on the record to capture the provider of additional services that might include Funeral Service and interment. This item is then available for printing on the death certificate as the funeral home of record.

Information captured in this form will be populated to the death record. Information is also displayed back on the Electronic Death Record (EDR) screen as display only fields.

Relinquish: Some scenarios will require that a Funeral Home that has become the owner of a record needs to relinquish the record so a different Funeral Home can pick it up. This security driven process allows the current funeral home to be removed from the record making the record available to be picked up by a different funeral home. The record will no longer be in the work queue of the original funeral home.

The process will also be provided to users at the State office from within General Data Entry if needed as an override.

Decline: This is a process to allow the Medical Certifier to decline the record in cases where the record does not actually fall under their jurisdiction. When a decline option is executed the system captures a reason as to why the case is being declined and a notification is sent to the funeral home regarding the record being declined. The Medical Certifier cannot change any medical data on the record until the record is accepted.

1.0 About the RIVERS Death Application Funeral Home User Training Guide

This guide is intended to provide step-by-step exercises that will allow the user to explore functions and features related to completion of the Funeral Home section of the death certificate. Individual tasks will help users gain experience in completing a death record in the system. The process will also allow the user to understand general concepts associated with the application. Working through these exercises will ensure that all features of the application are understood so as to provide an efficient process in day-to-day business operations.

1.1 Demographic Data Entry and Verification Functions

Contains exercises designed to familiarize users with the basic application features. The Funeral Home user will learn multiple techniques to work on the record and navigate throughout different areas of the record and Demographic Data Entry and Verification functions.

Exercises provided in this section include:

- Exercise 1—Login
- Exercise 2—Death Dashboard
- Exercise 3—Start and Save a New Record
- Exercise 4—Pick-Up an Existing Record
- Exercise 5— Accepting a Demographic Designation
- Exercise 6—Search for a Record
- Exercise 7—Demographic Data Entry Topics
- Exercise 8—SSN Verification
- Exercise 9—Designate a Medical Certifier
- Exercise 10—Medical Examiner Referral
- Exercise 11—Print Forms
- Exercise 12—Demographic Verification
- Exercise 13—Release a Record

1.2 Funeral Home Processes

Contains the following exercises designed to familiarize funeral home users with the basic Funeral Home Processes features.

Exercises provided in this section include:

- Exercise 14—Disinterment Permits

1.3 Demographic Amendment

Contains the following exercises designed to familiarize funeral home users with the basic Demographical Amendment features.

Exercises provided in this section include:

- Exercise 15—Start a Demographic Amendment
- Exercise 16—Submit a Demographic Amendment
- Exercise 17—Cancel a Demographic Amendment
- Exercise 18—View Corrections/Supporting Documents

1.4 Reports

Contains exercises designed to familiarize users with the basic canned report features.

Exercises provided in this section include:

- Exercise 19—Running a Report

![GENESIS SYSTEMS INCORPORATED logo]

2.0 Demographic Data Entry and Verification Functions

2.1 Login- Exercise 1

This exercise provides an overview of the RIVERS Death Application access process as well as introduces concepts related to functionality associated with 'user security profile' and the login 'location' record access rules.

To complete this exercise, you will need:

- ✓ Live Internet connection
- ✓ Widely used JavaScript enabled standard web browser (IE8+, Mozilla Firefox, etc.)
- ✓ Java runtime
- ✓ Adobe Acrobat reader for forms and letters
- ✓ MS Excel for accessing/running reports

1. Launch your internet browser (i.e. IE8+, Mozilla Firefox, etc.)

2. Enter the following address in the URL box or select from Favorites:

   https://rivers.rihosting-by-genesis.com/RIUIV2/Welcome.htm

3. The application splash page will load:
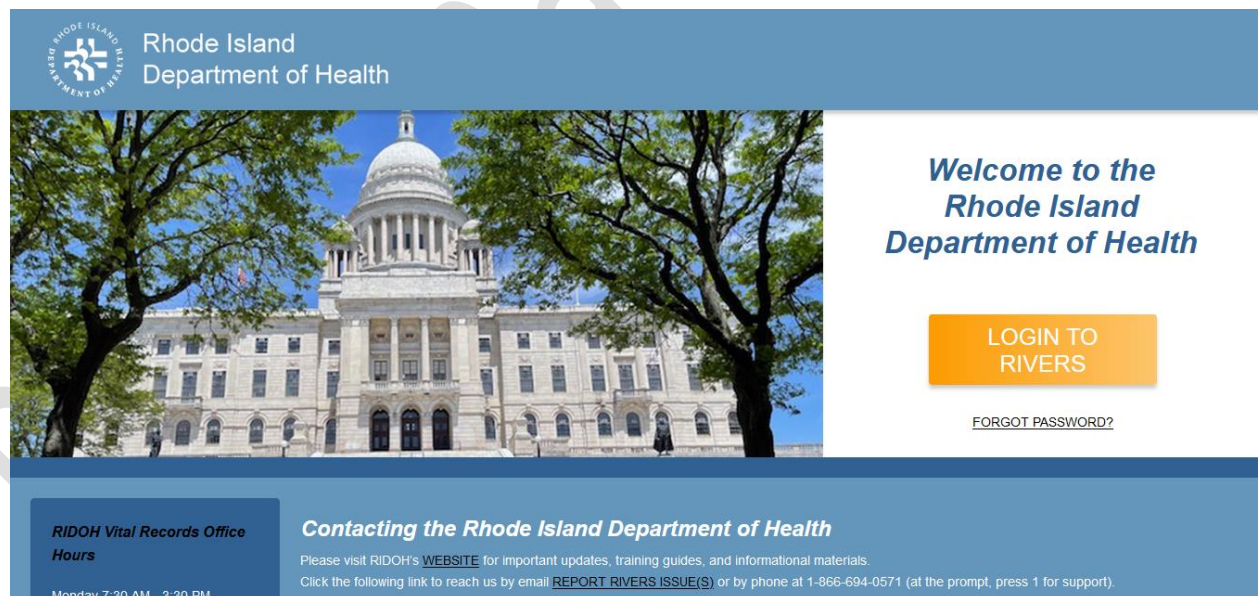
1. Rivers Splash Page

4. Click the **Login to RIVERS** button.

5. The **Terms of Use Screen** will load:

2. Terms of Use

6. Click the **Yes** button to confirm agreement with the terms of use.

   a. Click the **No** button to be returned to the RIVERS splash page.

7. The RIVERS login screen will display:

3. RIVERS Login

8. Type in the User Name provided to you to login - this is not case sensitive.

9. Press the **Tab** key on the keyboard to advance focus to the Password field (or use the mouse and click on the password field if you prefer).

10. Type the password provided to you to login.

11. Press the **Tab** key on the keyboard to advance focus to the **Log In** command button.

12. With focus on the Log In command button press the **Enter** key to execute the Login command.

   ✓ Optional approach: After entering the password you can also use the mouse to point to and left click on the **Log In** command button instead of using the **Tab** and **Enter** keys.

13. Login Locations – If you are associated with more than one location, the Location Selection Window pictured below will contain all locations assigned to your account. If you create NEW records while logged in under a given location, they will become associated with that location.

SELECT LOCATION

Location:
--Select a value-- ▾

OK

4. Select Location

14. Note that the field on the screen has a set of arrows on the right side. This indicates that there is a drop-down list associated with this item.

   ➢ Press the **Tab** key to set focus on the Select Location field. This will open the list.

   ➢ Use the arrow keys to highlight a desired location followed by the **Tab** key to select it and set focus on the **OK** command button.

   ➢ Press **Enter** to finalize the location choice and access the application.

15. Mouse – There are intuitive mouse alternatives for navigating the application and selecting items. Practice alternating the use of mouse and the keyboard approaches to determine the optimal method.

Session Time Out:

During these exercises it may take much more time to complete operations that would be true in actual use of the application. If the system has not detected a business transaction (save a record, search for a record, login) within 20 minutes, the session will time-out and you will not receive further responses from the system. A warning will appear to alert you to this. If the system appears to stop responding (no choices in some pick lists, cannot save a record, cannot retrieve a record, etc.) it is likely that a session time-out has occurred. To recover from a session time-out, close the application Internet browser and re-login to start a new session. Saving the work you are doing frequently will prevent session time-outs. If you will not be using the application for a time you should close it and then login again when you

need it.

16. The main menu of the application appears as shown below:
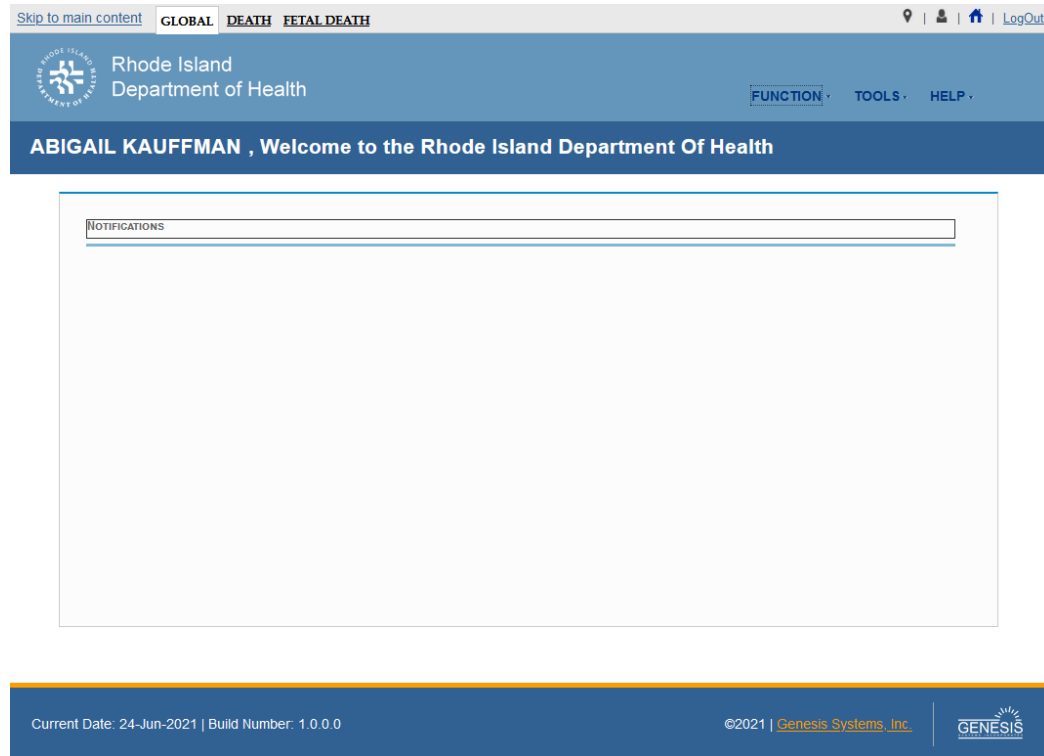
5. RIVERS Main Page

17. Select the **Death** button located at the top of the screen to enter into Death module.

18. Exit the application by using the mouse to point to the **Log Out** icon or to the **Function→Exit Application** menu item and then click once with the left mouse button. Refer to the screenshot below for a visual representation of logging out of RIVERS:
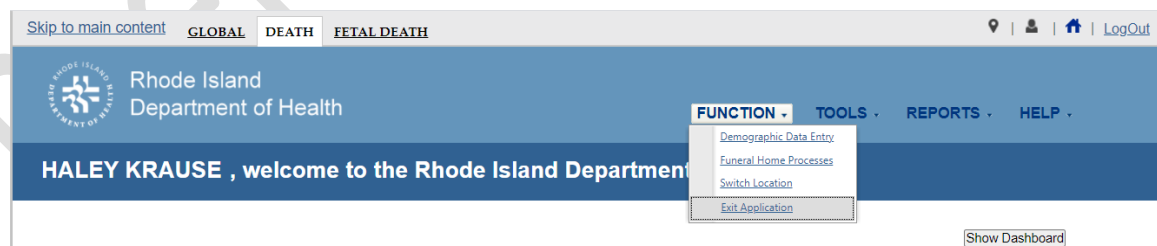
6. RIVERS Log Out/Exit Application

2.2 Death Dashboard- Exercise 2

This exercise describes how to access and utilize the **Death Dashboard** within the application.

The Death Dashboard provides a summary of all pending death records provides a summary of all pending death records for the login location in the RIVERS Death Module.

1. First, start by logging in and accessing the Death module by following the directions in Exercise #1. Doing so will present you with the RIVERS Death Homepage.

2. Click the **Show Dashboard** button to open the Death Dashboard:

7. Show Dashboard

3. The Death Dashboard will appear:

EDR # ▲	Date Of Death	Date Of Birth	Decedent First Name	Decedent Middle Name	Decedent Last Name	Certifier Office	Certifier	Funeral F
000000000150391	2021/03/17	2021/03/17	A	A	PRINCE			GENESIS
000000000150416	2021/03/25	2021/03/25	A	A	FILL	LIFESPAN PHYSICIAN	GENESIS GENESIS	GENESIS
000000000150419	2021/03/25	2021/03/25	A	A	GUN			GENESIS
000000000150420	2021/03/25	2021/03/25	VERF	VERF	VERF			GENESIS
000000000150425	2021/03/26	2021/03/26	A	A	WILL	LIFESPAN PHYSICIAN	GENESIS GENESIS	GENESIS
000000000150426	2021/03/26	2021/03/26	A	A	SILL			GENESIS
000000000150429	2021/03/26	2021/03/26	A	A	KOT			GENESIS
000000000150430	2021/03/26	2021/03/26	A	A	MEDDTP	LIFESPAN PHYSICIAN	GENESIS GENESIS	GENESIS
000000000150460	2021/04/05	2000/04/05	BOB		CONE			GENESIS
000000000150470	2021/04/07	2000/04/07	SEAN		SMITH			GENESIS
000000000150471	2021/04/07	2000/04/07	JUSTIN		THOMAS			GENESIS
000000000150472	2021/04/07	2000/04/07	JOHN		RAMS			GENESIS
000000000150475	2021/04/08	2021/04/08	CR	CR	CR			GENESIS
000000000150476	2021/04/08				SSS			GENESIS
000000000150478	2021/04/05	2021/04/04	LTL	LTL	LATE	LIFESPAN PHYSICIAN	GENESIS GENESIS	GENESIS
000000000150479	2021/04/04	2021/04/03	F		DESG	LIFESPAN PHYSICIAN	SHELDON COOPER	GENESIS
000000000150482	2021/04/08	2021/04/08	A	A	POND	LIFESPAN PHYSICIAN	GENESIS GENESIS	GENESIS
000000000150495	2021/04/14	2021/04/14	A	A	MIRC			GENESIS

Dashboard filters: RECORD NOT FILED WITHIN 7 DAYS OF DEATH

Page 1 of 2   Displaying Records 1 - 50 of 99

8. Death Dashboard

2.3 Start and Save a New Record- Exercise 3

This exercise describes how to initiate a record in the system and discusses the duplicate checking functionality associated with the process.

To *complete* processing of any record, you will need to at a minimum finish the following steps listed below:
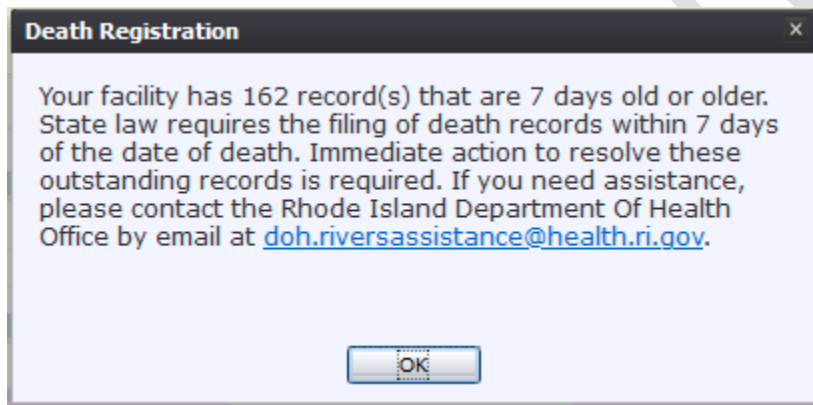
- Start a record using the 'NEW Record' function and fill all fields in the Demographic Tabs 1-5 (and/or acknowledge that certain fields need to remain 'blank') until they are resolved and save record

14

- Designate a Medical Certifier

- Receive an acceptable response for decedent's Social Security Number Verification and save record;

- Print Verification of Death Facts Form

- Perform Demographic Verification

The **NEW Record** function allows authorized users to create/initiate a death record within the **RIVERS Death** module.

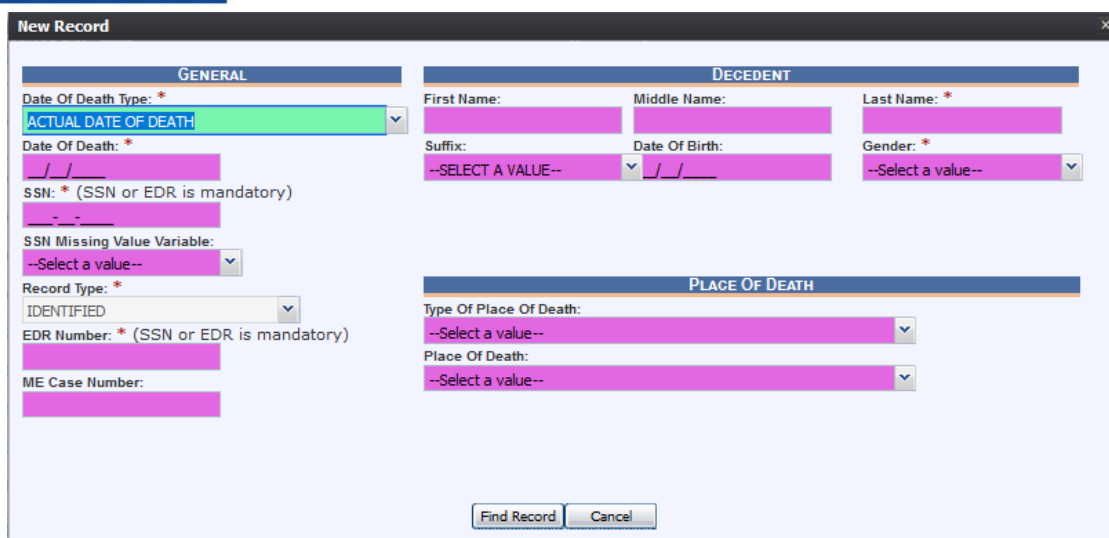1. Select the **Death→Function→Demographic Data Entry** item to initiate a new death record.

If there are any records in the Late Records work queue, the application will issue a message alerting the user to the presence of these late records as shown below.

Death Registration ✕

Your facility has 162 record(s) that are 7 days old or older. State law requires the filing of death records within 7 days of the date of death. Immediate action to resolve these outstanding records is required. If you need assistance, please contact the Rhode Island Department Of Health Office by email at doh.riversassistance@health.ri.gov.

OK

9. Records Alert

The initial **Demographic Data Entry** screen will appear.

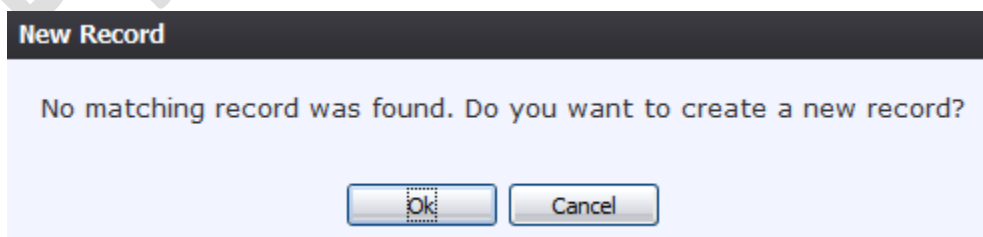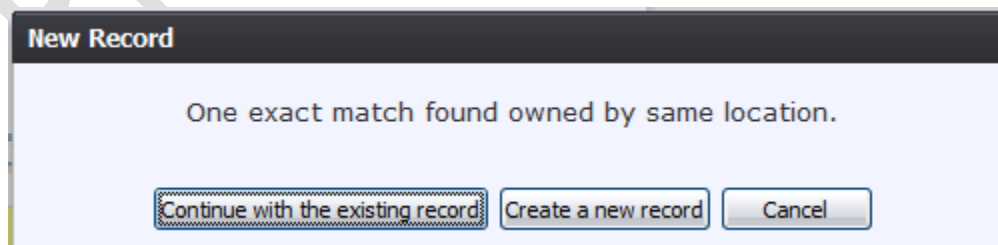2. Click on the **New** icon or select the **Record→New** menu item to load the New Record Screen:

10. New Record Screen

3. Enter all available information about the decedent into the following fields:

Field Name	Value Required
Date of Death Type	Select a date of death type from the dropdown list
Date of Death	Enter Date – requires double entry
SSN	Enter SSN OR select value from SSN Missing Value Variable dropdown list. – requires double entry
Record Type	Defaults to Identified
Decedent Last Name	Enter Text
Gender	Select a gender from the dropdown list

4. Minimally, the user must enter values into all fields listed above and click the Find Record button.

   a. If a match is NOT found, the application will display the following message:

11. No Matching Record Found

5. Click on **OK** to proceed with demographic data entry on a NEW record.

   a. Clicking on **Cancel** will enable you to edit field items to re-initiate the search.

6. Click on the **Save** icon to save the record.

The application will perform an automatic SSN Verification and provide response codes, instructions and notifications to the user, as applicable.

2.4 Pick-Up an Existing Record- Exercise 4

The **NEW Record** function allows authorized users to create/initiate a death record within the RIVERS Death application.

1. Click on the **New** icon or select the **Record→New** menu item to load the New Record Screen:

2. The New record screen will appear.

3. Enter all available information about the decedent into the following fields:

Field Name	Value Required
Date of Death Type	Select a date of death type from the dropdown list
Date of Death	Enter Date – requires double entry
SSN	Enter SSN OR select value from SSN Missing Value Variable dropdown list. – requires double entry
Record Type	Defaults to Identified
Decedent Last Name	Enter Text
Gender	Select a gender from the dropdown list

4. Minimally, the user must enter values into all fields listed above and click the Find Record button.

5. If a match is found that is owned by the same funeral home, the following message will appear:
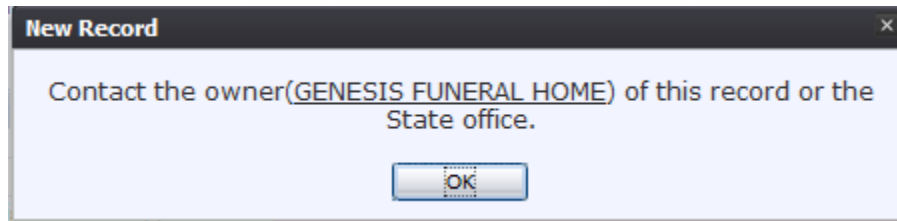

12. Match Found

Click the **Continue with the existing record** button to retrieve the matching record or

the **Create a new record** button to continue with the creation of the new record.

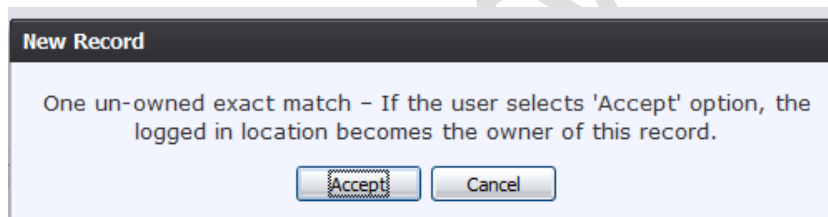   a. If a match owned by another funeral home is found the application will display the following message:

13. Contact Owner

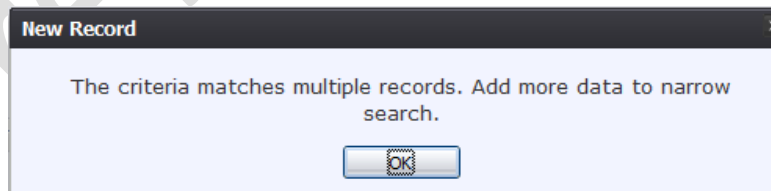   i.   Click the **OK** button to return to the New Record screen.

A user will not be able to take over ownership of a record from another funeral home unless the second funeral home contacts the first funeral home or the State office directly to request that the record be relinquished.

    b. If a match that is not owned by another funeral home is found the application will display the following message:

14. Un-owned Match

- Click the **Accept** button to accept ownership of the record.

- Click the **Cancel** button to decline the ownership of the record.

    c. If multiple matches are found, the application will display the following message:

15. Criteria Matches Multiple Records

       i.   Click the **OK** button to return to the New Record screen.

6. Proceed with demographic data entry by completing the information requested on Demographic Tabs 1-5. See Demographic Data Entry Topics for more details on how to complete the record.

## 2.5 Accepting Demographic Designation- Exercise 5

This exercise will explore how a user will accept a record that is designated to them:

1. Access the Demographic Data Entry screen.

2. Select the **All Unresolved** as the Unresolved Work Queue Filter:
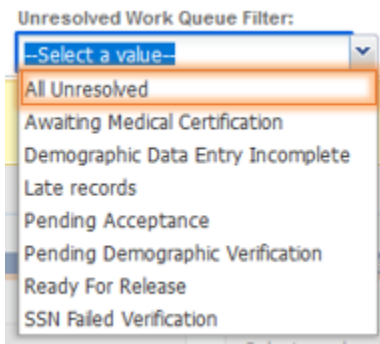
16. All Unresolved Filter

3. Find the record from the Unresolved Work Queue based off of the information provided by the demographic designation email:
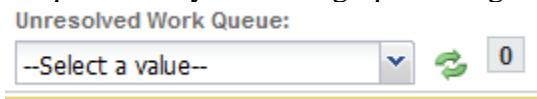
17. Unresolved Work Queue

4. Once the record is selected, a pop-up message will appear asking if the user wants to accept the demographic verification.

18. Accept Demographic Verification

5. Click **Accept**. The record is now editable.

2.6 Search for a Record- Exercise 6

This exercise will explore two different ways to access a given record: using either the Search Record feature or the Work Queue approach. If you know that a given record is already saved in the system, rather than using the NEW Record process the record can be retrieved by a Search Record process or in many cases by looking for it in the Work Queue.

The Work Queue is a drop-down list of death records that have been started but still need some action to complete them. Only records that are associated with a given funeral home will appear in the work queue for users who login under that funeral home.

The Search Record feature allows a broader approach to retrieving records regardless of whether or not they may be in the work queue. Searching can be used to retrieve records that have already been completed and electronically filed. However, searching is also limited to records that are associated with the particular login location.

To complete this exercise, you will need:

> ➢ One or more records initiated and saved following the steps in Exercise 3. Write down the data as you enter records (First, Middle and Last names will do for the purposes of training) so you can use it at a later time.

1. Access the Demographic Data Entry process

2. Using the mouse, point to the arrow symbol at the right edge of the box Unresolved Work Queue Filter.
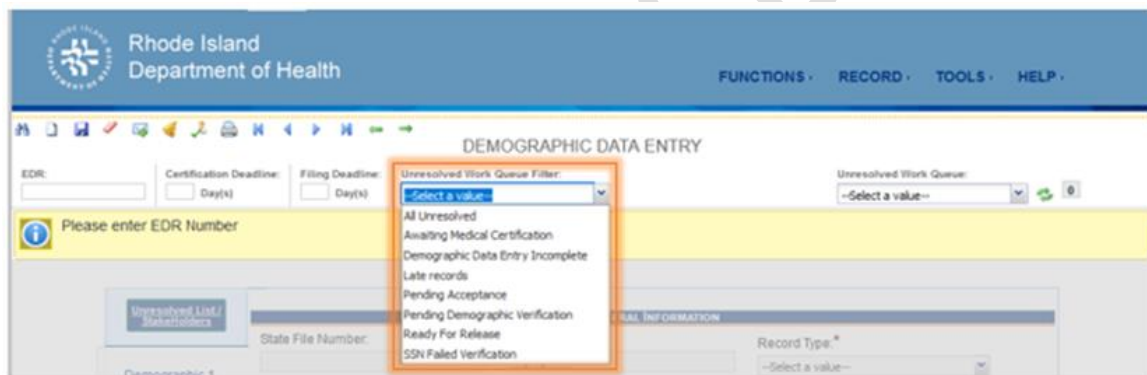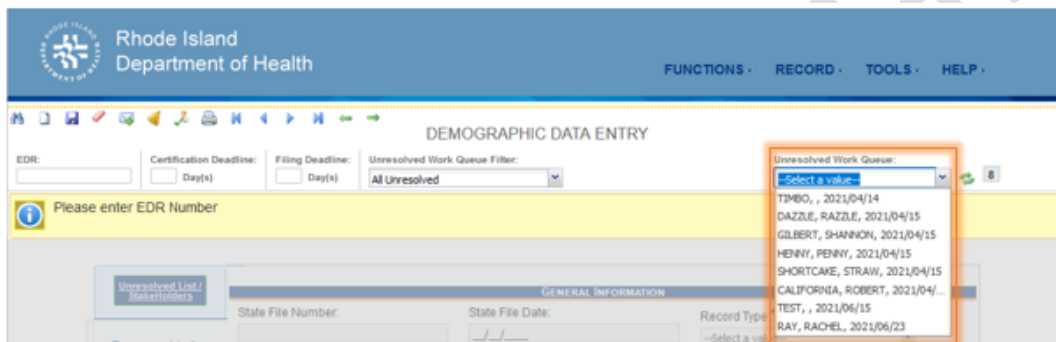
19. Unresolved Work Queue Filter

3. Use the left mouse button to click on the arrow symbol to cause the list of choices to open.

The list of filter choices allows the user to populate the work queue with records that need specific types of action.

- **All Unresolved**: All records that have been started but the information is not yet complete.

- **Awaiting Medical Certification**: All records that are awaiting medical certification.

- **Demographic Data Entry Incomplete**: All records on which demographic data entry has not been completed.

- **Late Records:** All records not registered within the State-defined time period (7 days).

- **Pending Acceptance:** All records that have been designated to a medical certifier but not yet accepted or rejected.

- **Pending Demographic Verification:** All processes completed except for demographic verification.

- **Ready for Release:** All Records that are ready to be released.

- **SSN Failed Verification:** All records that have failed SSN verification.

5. Use the mouse to point at and then click on the All Unresolved option in the filter list.

6. Use the mouse to point at the arrow symbol at the right edge of the Unresolved Work Queue dropdown list.

20. Unresolved Work Queue

7. Click on the arrow of the work queue to drop open the list of unresolved records that match the filter criteria you selected.

8. Use the mouse to point to and click on the record you wish to retrieve. Once the record is retrieved, you will be able to perform additional data entry and record processing.

9. Now use an alternative approach to retrieve this same record. Use the mouse to point to and click on the Search Record icon.

21. Death Search

10. Use the mouse to click in the Date of Death field and type the decedent's Date of Death (enter zeroes for any unknown part of the Date of Death)

11. Press Tab once to advance to Decedent's First Name field, then enter the First Name and press Tab twice to advance to the Last Name. Enter the last name and then click on the **Search** button at the lower right of the search screen.

22. Death Search Results

12. Use the mouse to click on the decedent that you want to retrieve from the list at the bottom of the screen.

    - It is not necessary to enter the entire name. You may enter only the first several characters of each item you use to search by to minimize spelling errors.

    - The best fields to use for the search are any of the key fields in combination with the year of death. These will filter down to a single record. Searching by names will take longer.

13. After highlighting the record you wish to select, click on the Select Records button. This will retrieve the record selected in the Work Queue.

    - You can select multiple records by holding down the CTRL key while clicking on individual records. Pressing Select Records will then populate those records in a work queue.

14. Select a record from the queue by clicking on it. This will retrieve it to the Demographic 1 tab.

2.7 Demographic Data Entry Topics- Exercise 7

The objective of this section is to address data entry completion topics so that records may be available for further processing. Most of the data items that need to be completed will only require the **Tab** key to advance to the field, typing the necessary information, and then pressing the **Tab** key to advance again. This section describes the remaining scenarios.
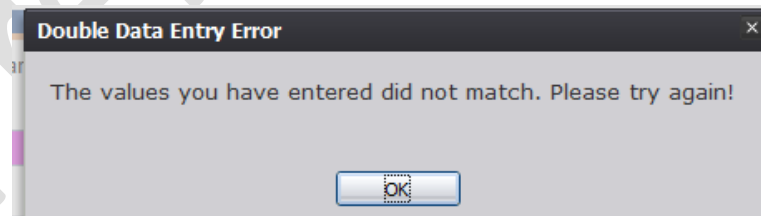
2.7.1 Double Data Entry

This exercise provides an overview of double data entry fields. The exercise focuses directly on the Social Security Number field in order to illustrate the overall concept of double data entry fields.

1. Set focus on the Social Security Number field under the Decedent's SSN by clicking on the field. Type the Social Security Number and then press the Tab key.

2. Fields that require double data entry will present users with Figure 19 when the user tabs off the field:
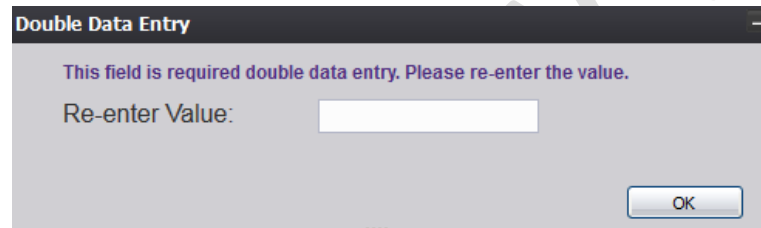
23. Double Data Entry

3. Enter the value again and click the **OK** button to close the Double Data Entry screen.

4. If the value entered in the Double Data Entry screen matches the value entered on the main data entry screen, the user will be moved to the next data field. If the values do not match, the following message will appear:
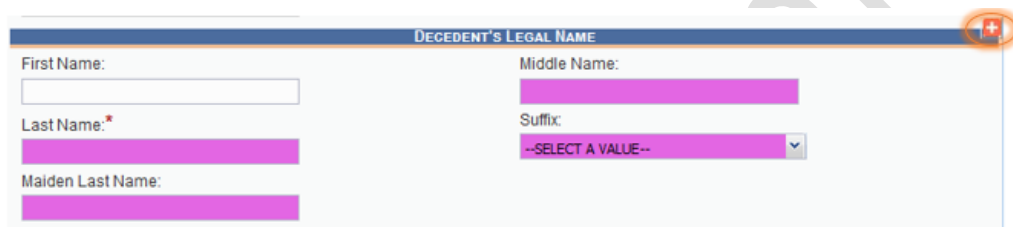

24. Double Data Entry Error

5. Click **OK** to close the message and return to the data entry screen. The value entered into the field will be cleared and the double data entry process will be required again.

2.7.2 AKA Name(s) Fields

This exercise provides an overview of AKA Name fields. The AKA Name fields are among the first ones encountered once the record is initiated by entering data on the New Record screen. RIVERS contains the ability to capture multiple sets of decedent AKA (Also Known As) name fields (First, Middle, Last, Suffix) if they are available.
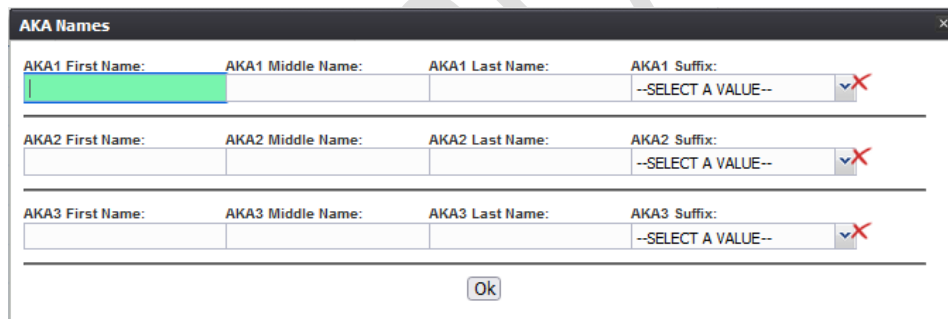
To add an AKA Name:

1. Click on the **'Add/Edit AKA Names'** button (located next to the title bar of the Decedent's Legal Name fields section on Demographic 1 tab)

25. Add AKA Names Button

2. Enter available names in the box that appears and press the **OK** button.

26. AKA Names

2.7.3 Pick List Navigation

This exercise provides an overview of pick-list menus. The exercise focuses directly on **Decedent's Birthplace** fields in order to illustrate the overall concept of pick-list menus.
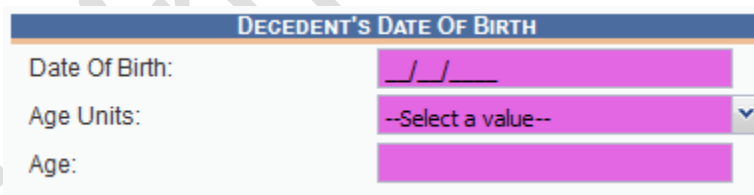
27. Decedent's Birthplace Pick List Navigation

1. Set focus on the **State/Country** field by clicking on the field. Type the letters R or any other beginning letters of another state.

   - Typing 'R' will also find RHODE ISLAND and typing 'SOUTH C' will find SOUTH CAROLINA but will require typing more letters before the desired match is found.

   - Selecting a state will filter results in the County (if applicable) and City/Town pick-lists as well.

2. With focus still on the **State/Country** field, click the checkbox**.** The pick-list will now contain countries.

2.7.4 Death Age Entry

This exercise provides an overview of death age entry. Decedent's Date of Birth fields require an 'Age Units' and 'Age' entries to determine record processing sequence.

1. With the mouse, click on the Date of Birth field and use the Tab key to advance to the Age Units field on the Demographic 1 tab.
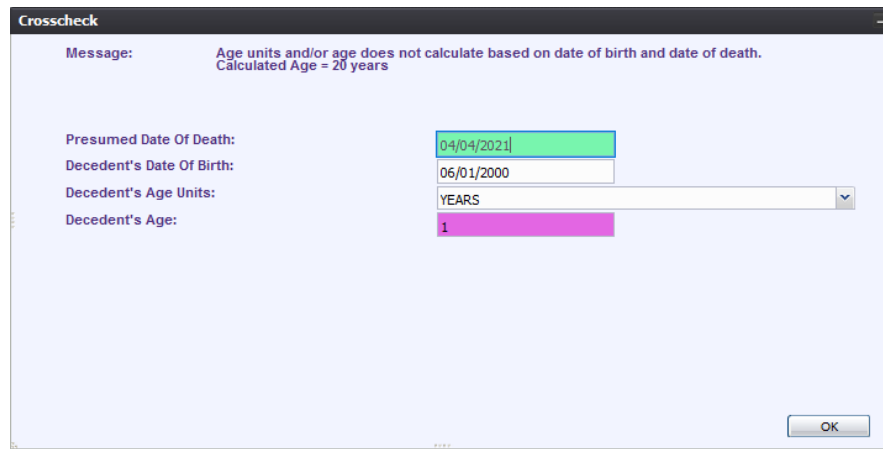

28. Decedent's Date of Birth

2. If you haven't entered decedent's Date of Birth already, do so now, and press Tab to advance to the Age Units field.

3. In the Age Units field, use the mouse to click on the double-arrow icon or use the Down Arrow key to open the list and select the appropriate age unit (Years, Months, Days, Hours, Minutes.)

   Note: When **Years** is selected as Age Units, the Age will auto calculate.

4. Enter the decedent's age at the time of death. If the entered value does not coincide with the value calculated by the system by taking into account the

birth and death dates, the following screen will be displayed:

29. Hard Edit Crosscheck

5. Correct the age and click **OK**. Use the Tab key to advance to the next field.

2.7.5 Screen Tab Navigation

This exercise helps the user understand the concepts of screen tab navigation.

1. When the last field on the **Demographic 1** tab is resolved the next field that needs a response is on the **Demographic 2** tab.

2. Pressing **Tab** from the final field on the **Demographic 1** tab automatically advances the focus to the **Next** button at the bottom of the screen and the user can press **Enter** on the keyboard to load the **Demographic 2** tab. The user can also navigate to various screen tabs by clicking on them with a mouse.

2.7.6 Place of Death Facility

Once a facility is selected, the address fields for a listed facility are automatically populated. These types of fields are retrieved from the database and are referred to as bypassed and disabled. The address information of a given facility cannot be directly edited on the screen.

> **Note:** If a funeral home was designated on record, the only field that is completed within the Place of Death section is the **Type of Place** field.

2.7.7 Funeral Facility Profile

Funeral facility name and profile are based on the login profile of the user who originally initiated the record. The address fields are retrieved from the database and cannot be directly modified on the screen.

NAME AND ADDRESS OF FUNERAL FACILITY

Facility Name:	Facility Name(Other):
GENESIS FUNERAL HOME	
Street Address:	Street Type:
ST ADDR	--Select a value--
State/Country:	County:
RHODE ISLAND	BRISTOL
City/Town:	Zip:
BARRINGTON	02806
Zip Ext:	Funeral Home License Number:
1222	LN1234567890123
Funeral Service Licensee:	License Number:
GENESIS GENESIS GENESIS JR	128761823681263
Funeral Service Licensee (Other):	Additional Funeral Service Provider:
Additional Funeral Service Provider Address:	Date Verified:
	__/__/____

30. Name and Address of Funeral Facility

2.7.8 Hispanic Origin and Race Fields Properties

This exercise highlights the features and functionality of the Hispanic Origin and Race sections.

2.7.8.1 Hispanic Origin

1. Hispanic Origin allows selecting **one choice** from the available options. Use the mouse or the spacebar key on the keyboard to check and select the single desired choice. Use the **Tab** key and the **Shift**+**Tab** key to navigate to the desired choices and the **Spacebar** or the mouse to select or de-select.

2. To change the choice, the selected choice must first be unchecked by clicking on it again and then a different choice can be selected.

31. Hispanic Origin and Race Field Properties

2.7.8.2 Race

1. Race fields allow multiple choices.

2. Race check box fields can also be selected and de-selected using the mouse or the keyboard. Use the **Tab** key and the **Shift+Tab** key to navigate to the desired choices and the **Spacebar** or the mouse to select or de-select.

2.7.9 Record Comments

Some events require a corresponding comment. These comments are stored and can be viewed in a grid on the **Comments** tab:

The following information regarding each comment will be stored:

- Action that required the comment

- The funeral home user logged in when the comment was entered

- Date and time the comment was entered

- Text of the comment

Comments may be entered or viewed by clicking on the Comments tab in

Demographic Data Entry.

2.8 SSN Verification- Exercise 8

Social Security Number (SSN) verification is a pre-requisite for subsequent record processing.

Important Note: After entering initial record data and saving the record you may need to wait several minutes to get a Verification Status response and retrieve the response by again saving the record at that time. Saving the initial record data and later returning to complete the record by accessing the record from the Unresolved Work Queue will also ensure that the SSN Verification Status is retrieved and saved on the record.

2.8.1 Automated Process

This is a behind-the-scenes process that is automatically triggered by data entered in the Demographic Data Entry when the following fields become resolved and saved:

- Decedent's Last Name
- Decedent's First Name
- Decedent's Middle Name
- Decedent's Date of Birth
- Decedent's Sex
- Decedent's Social Security Number
- State of Death

The system 'looks' for results of the request (if necessary) when the record is saved, when it is again retrieved, and when the demographic verifier attempts to verify the record. The demographic data entry screen contains an indicator of the SSN verification status for the record.

Up to five (5) separate attempts can be made to verify/re-verify the SSN. The system will count the attempts made and if three (3) or more attempts are made on the same record, an entry will be made in the system audit log. Multiple attempts on the same record could be an indicator that various names and/or Social Security Numbers are being entered to 'fish' for matches.

32. Decedent's SSN
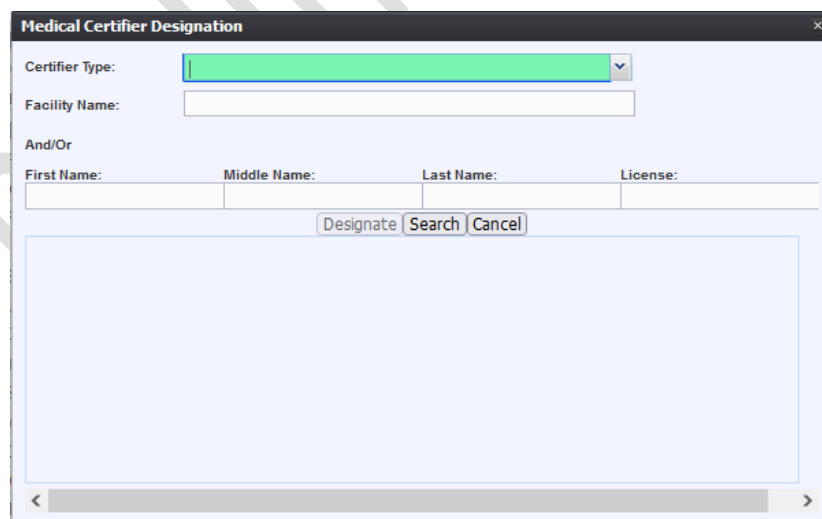
2.8.2 Response Generation

The following responses will be interpreted as successful results: Passed(Y), FailSSN(1), FailGender(2), FailDOB(3), FailDOBGender(4), FailName(5.) The 'Passed' response indicates that all related information matched and the Social Security Number has been verified as being correct for the named individual. The other 5 listed responses indicate a discrepancy that should be investigated by the demographic verifier. The system will provide the corresponding prompt, but the option to leave the record unchanged will exist and will not prevent the record from being released.

2.9 Designate a Medical Certifier- Exercise 9

Designation of the Medical Certifier occurs when the Demographic section of the death record is nearly complete and the record is ready to be forwarded to a Medical Certifier office for further processing. The objective of this exercise is to complete a case of 'designation' of the Medical Certifier (Physicianor a Medical Examiner) on the record and explore various scenarios associated with this process.

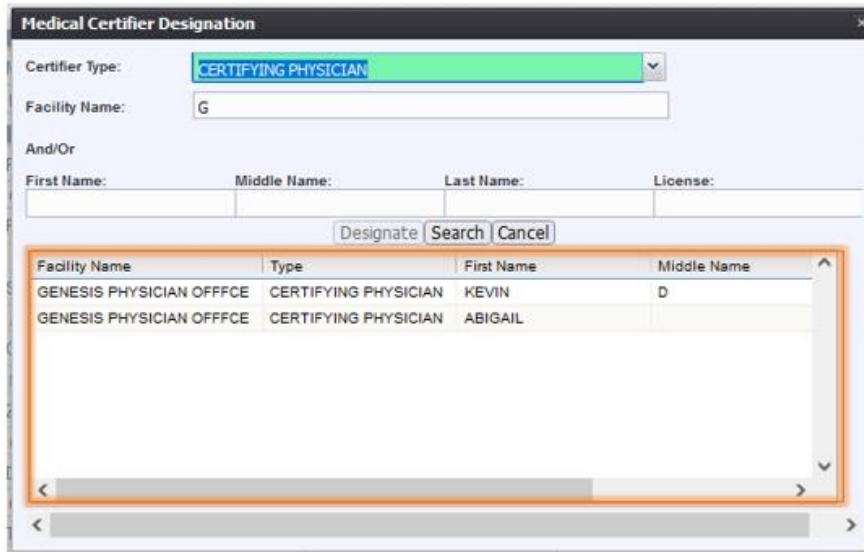*To complete this exercise, you will need:*

- A record created during previous exercises (Exercises 1 and 3)

1. Execute the steps to login and access Demographic Data Entry.

2. Start a NEW record by following steps outlined in Exercise 3, or utilize an existing record created while completing.

3. After retrieving a record that needs designation of a Medical Certifier using the Search Screen or through the Work Queue, select the **Record→Designate Medical Certifier** menu item to initiate the search/selection process.

4. The Medical Certifier Designation Screen will load:

33. Medical Certifier Designation

NOTE: Certain fields must be resolved before the medical certifier designation process can occur. If these fields are not completed, an alert message will appear.

5. Use the left mouse button to click on the arrow symbol to cause the list of Medical Certifier Type choices to open.

6. Mouse- select the appropriate entry with the left mouse button click and advance to the Facility Name field by pressing the Tab key or by using the left mouse button.
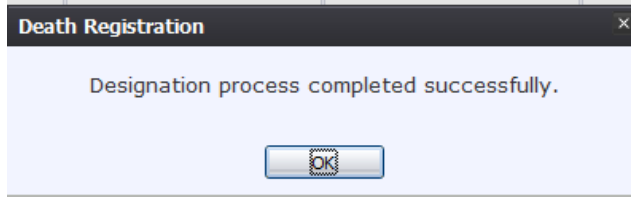

34. Medical Certifier Designation Results

7. Keyboard-

   - Begin to type the desired entry until the drop-down list opens and the desired entry is highlighted.

     o To open the list when you don't know what options might be there, you can press the down arrow key on your keyboard while focus is on the field, but the list is not open.

   - With the value Physician highlighted in the list, press the Tab key to select the highlighted choice.

8. Press the Tab key four times or move the mouse cursor to advance to the Last Name field. Enter and use the left mouse button to click on the **Search** button.

9. Use the mouse to click on the certifier that you want to designate from the list at the bottom of the screen.

   - It is not necessary to enter the entire name. You may enter only the first several characters of each item you use to search by to minimize spelling errors.

32

10. After highlighting the certifier, you wish to select, click on Designate.

11. The system will display the following message:

Death Registration   ×

Designation process completed successfully.

OK

35. Designation Process Completed Successfully Message

12. Press the **OK** button to return to the demographic data entry screen. The selected Medical Certifier's information will populate the Medical Certifier fields on the Medical 4 tab.

13. Use the mouse to point to the Save Record icon and then click once with the left mouse button to save the changes before continuing to complete the data entry.

14. In the case that the record designation is subsequently 'declined' by the Medical Certifier, the system captures a reason that the case is being declined and the record remains in the Demographic Data Entry user's queue. The Demographic Data Entry user can then re-designate a different Medical Certifier for the record.

Designation of a medical certifier initiates a two-step process: The medical certifier receives an email to notify them that a case has been added to their queue. The record appears in the appropriate medical certifier's work queue. Any time the designated location changes regarding a medical certifier, a new e-mail will be generated as described for notification.

2.10 Medical Examiner Referral – Exercise 10

1. Retrieve a record that needs referral to a Medical Examiner using the **Search Screen** or through the **Work Queue**.

2. Select the **Record→Refer to Medical Examiner** menu item to initiate the search/selection process.

3. The application will load the Medical Certifier Designation Screen.

4. Select a value of Medical Examiner from the Certifier Type drop-down menu.

5. Enter full or partial data values into the provided search fields and then click the Search button.

6. Search results will appear in the search results grid.

7. Select the desired medical examiner by clicking the associated row in the search results grid and click Designate. The Medical Certifier Designation screen will close and the medical examiner's information will populate in the medical certifier fields and the fields will disable.

2.11 Printing Forms- Exercise 11

2.11.1 Print/Re-print Blank Death Certificate Worksheet

This exercise provides an overview of how to generate a Blank Death Certificate Worksheet.

To complete this exercise, the user will need to:

- ✓ Complete Exercise 1—Login
- ✓ Have the proper security process to access and print the Blank Death Certificate Worksheet
- ✓ Access the Demographic Data Entry screen

1. Retrieve an existing record using the Work Queue Search or the Search Screen.
2. Select the **Record→Print→Blank Death Certificate Worksheet** menu option.
3. The application will open the PDF version of the form that allows printing.
4. Click the **Print** icon in the PDF window to print the document.
5. When the document is printed, close the PDF browser window using the **X** in the upper right-hand corner of the screen to return to the RIVERS application.

2.11.2 Print Burial Transit Permit

This exercise provides an overview of how to generate a Burial Transit Permit.

To complete this exercise, the user will need to:

- ✓ Complete Exercise 1—Login
- ✓ Have the proper security process to access and print the Burial Transit Permit
- ✓ Access the Demographic Data Entry screen
- ✓ Demographically verify a record

1. Retrieve an existing record using the Work Queue Search or the Search Screen to print a pre-populated disposition permit
2. Select the **Record→Print→Burial Transit Permit** menu option.

   Note: A Burial Transit Permit can only be printed after medical certification is completed or if the Burial Transit Permit Request has been accepted.

3. The application will open the PDF version of the form that allows printing.
4. Click the Print icon in the PDF window to print the document.

5. When the document is printed, close the PDF browser window using the **X** in the upper right-hand corner of the screen to return to the RIVERS application.

6. The

2.11.3 Cremation Permit

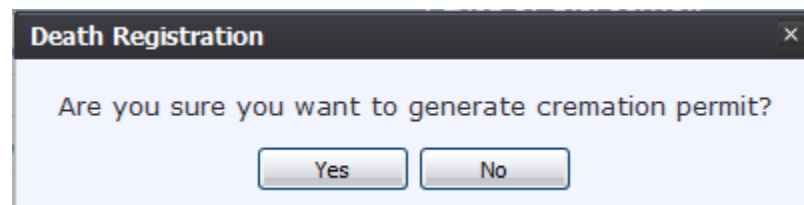### 2.11.3.1 Generate a Cremation Permit

When a body has "cremation" selected as its method of disposition. the funeral home will need to generate and print a Cremation Permit:

1. Retrieve an existing record using the Work Queue Search or create a new record with the Method of Disposition set as "Cremation".

2. Generate a Cremation Permit by selecting **Record→Generate Cremation Permit**:
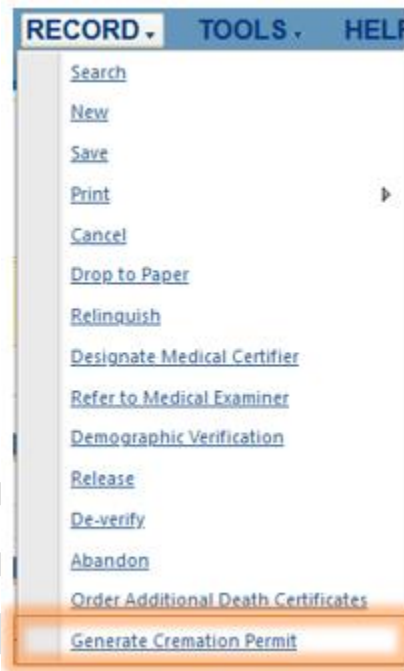
36. Generate Cremation Permit

3. The following message will appear:

37. Generate Cremation Permit Message

4. The system will then display a "Generate Cremation Permit

Successfully" message:
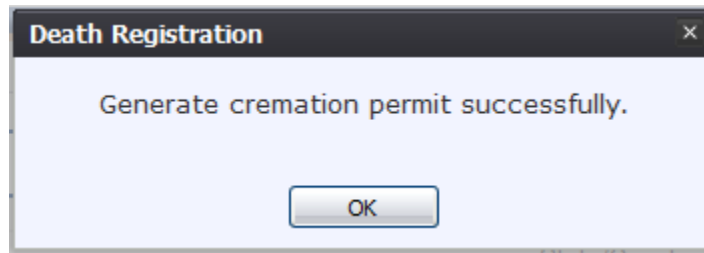
38. Generate Cremation Permit Successfully

2.11.3.2 Print a Cremation Permit

The Cremation permit is able to be printed after being accepted by the Medical Examiner's Office:

1. Retrieve an existing record using the Work Queue Search or create a new record with the Method of Disposition set as "Cremation".

    Note: A permit can only be printed if the cremation request was approved by the Medical Examiner's office.

2. To print a Cremation Permit, select **Record➔Print➔Cremation Permit**:
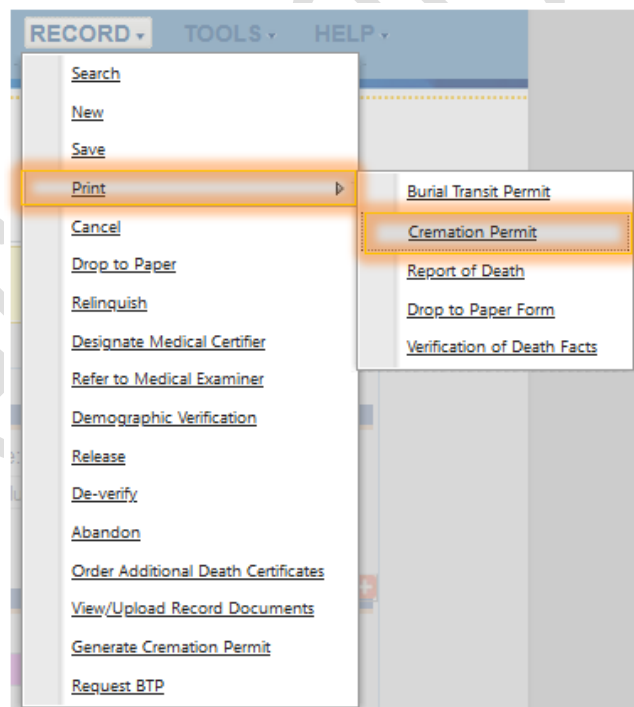
39. Printing a Cremation Permit

3. The Cremation Permit will then print.

2.11.4 Report of Death

This exercise provides an overview of how to generate a Report of Death.

To complete this exercise, the user will need to:

- ✓ Complete Exercise 1—Login
- ✓ Have the proper security process to access and print the Report of Death
- ✓ Access the Demographic Data Entry screen

1. Retrieve an existing record using the Work Queue Search or the Search Screen.
2. Select the **Record→Print→Report of Death** menu option.
3. The application will open the PDF version of the form that allows printing.
4. Click the **Print** icon in the PDF window to print the document.
5. When the document is printed, close the PDF browser window using the **X** in the upper right-hand corner of the screen to return to the RIVERS application.

2.12 Demographic Verification- Exercise 12

Demographic Verification finalizes the duties of the Demographic Verifier for the Death Certificate data entry and forwards its submission for further processing. When the demographic data entry is complete, the Demographic Verification process is accessed for the funeral director to apply their PIN to the record. This locks the demographic portion of the record from further editing. This exercise will walk you through the steps necessary to complete a Demographic Verification of a record as well as introduce you to some of the implications of this process.

To complete this exercise, you will need:

- ✓ A data entered record with all applicable demographic fields completed, resolved and record saved,
- ✓ A valid PIN number
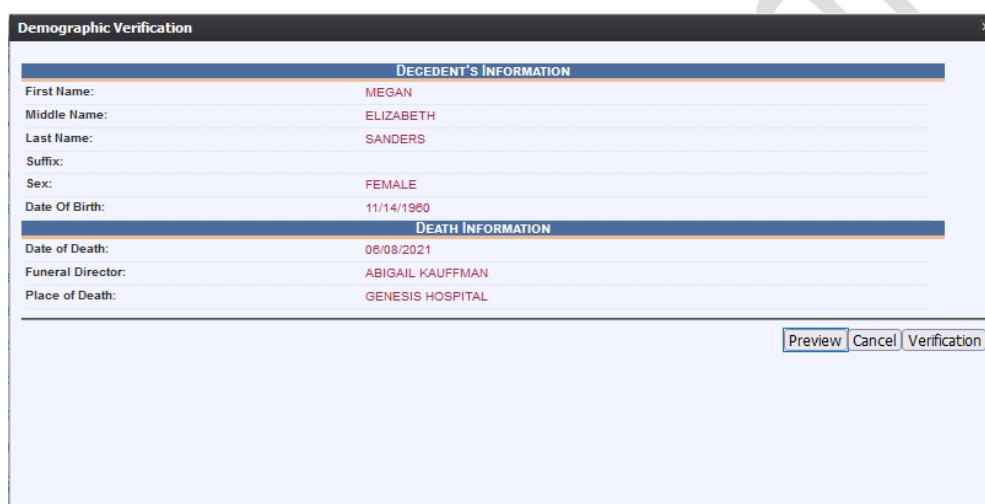
Important Note: A demographic verifier can only perform demographic verification on records that identify him/her on the record as the demographic verifier.

1. Search for the desired record using the Work Queue Search by setting the unresolved work queue filter to **Pending Demographic Verification.**

<div align="center">

OR

</div>

By using the Search Screen method by clicking on the **Submit** button or selecting the **Record → Search** menu item.

2. Select a record from the Work Queue drop-down list or from the Search Screen grid.

3. When the appropriate record appears on the screen, select the **Record→Demographic Verification** menu item to initiate the demographic verification process.

4. The Demographic Verification Screen will display the following information:

   a. **Decedent's Information**: Decedent's First Name, Middle Name, Last Name, Suffix, Sex and Date of Birth

   b. **Death Information**: Date of Death, Funeral Director, Place of Death
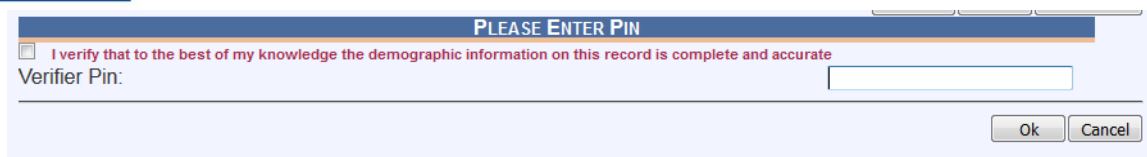
DECEDENT'S INFORMATION	
First Name:	MEGAN
Middle Name:	ELIZABETH
Last Name:	SANDERS
Suffix:	
Sex:	FEMALE
Date Of Birth:	11/14/1960
DEATH INFORMATION	
Date of Death:	06/08/2021
Funeral Director:	ABIGAIL KAUFFMAN
Place of Death:	GENESIS HOSPITAL

40. Demographic Verification

5. Review the information to verify that you are demographically verifying the correct record.

6. Click on **Verification** if all data items are correct.

   a. If you would like to view a preview of a Death Certificate Abstract for the record, click on **'Preview'** to load a new browser window containing the Death Certificate Abstract in a PDF format. If so desired, the user may print the Death Certificate Abstract from this screen.

   b. If all data items are not correct and need to be edited, click on **Cancel** to correct the information in the demographic data entry screen. Save the corrections made to the record and return to Step 1 in the instructions above to re-initiate demographic verification.

7. The application will display a screen with the following statement:

'I verify that to the best of my knowledge the demographic information on this record is complete and accurate.'

PLEASE ENTER PIN
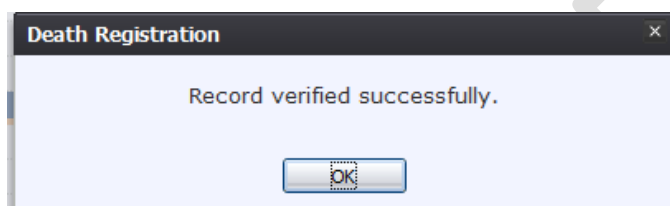
☐ I verify that to the best of my knowledge the demographic information on this record is complete and accurate

Verifier Pin: [   ]

Ok   Cancel

41. Verification Statement

8. Check the checkbox, enter your **PIN** and click on **OK** to complete demographic verification.

9. The application will issue a message asking if the user wishes to proceed with verifying the record—click **Yes** to continue with the verification or click **No** to cancel the verification.

10. If the correct PIN has been entered and the record is fully electronic, the application will issue the following message:

Death Registration   ×

Record verified successfully.

OK
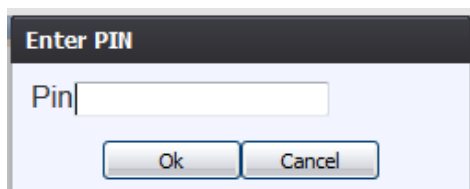
42. Record Verified Successfully

11. Click **OK** to close the message and return to the Demographic Data Entry screen.

12. Once a record has been demographically verified it is locked from further changes by the Funeral Director. The record can be de-verified until it has been released. See *2.9 De-Verify Record/Record Locking* for details.

13.

2.13 Release a Record- Exercise 13

After both demographic verification and medical certification have been completed, a record is ready to be released.

1. Retrieve an existing record using the Work Queue Search by setting the filter to **Medical Certification Complete**.

2. When the appropriate record appears on the screen, select the **Record→Release** menu item to initiate the release process. The following screen will appear:

Enter PIN

Pin[   ]

Ok   Cancel

43. Enter PIN

3. Enter a valid PIN and click the **OK** button. Clicking **Cancel** will close the Enter PIN screen and return the user to the previous screen.

4. The following message will be displayed:
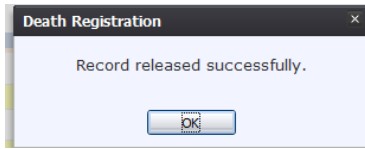
44. Record Released Successfully

3.0 Funeral Home Processes

The Funeral Home Processes screen allows for authorized funeral home users to request Disinterment Permits

3.1 Disinterment Permits- Exercise 14

1. Access the **Funeral Home Process** screen by selecting **Death** at the top of the screen and going to **Function ➔   Funeral Home Processes.**

45. Funeral Home Processes

2. Search for a record for a Disinterment Permit request.

46. Death Search

3. Select a record from the search results grid and then select **Select Record(s).**

47. Death Search Results

4. The record will load in the Funeral Process Screen:

![GENESIS SYSTEMS INCORPORATED]

Description	Set By	Set On	Comment
LEGAL AMENDMENT BY COURT ORDER IN F FEETESTUSER		6/2/2021 3:43:18 PM	SET BY SYSTEM
LEGAL AMENDMENT BY COURT ORDER PEI FEETESTUSER		6/2/2021 3:43:18 PM	SET BY SYSTEM

Added By	Added On	Comment
ADMINAP	04/20/2021 07:24:43	ABANDON DEMOGRAPHIC AMENDMENT : XXX
ADMINAP	05/03/2021 07:26:15	DISINTERMENT PERMIT REQUEST REJECTED IN REVIEW: TEST RECORD
ABBYK	06/02/2021 15:56:46	REJECT DEMOGRAPHIC AMENDMENT ON RECORD IN LEGAL AMENDMENT

DECEDENT'S ACTUAL INFORMATION

Date Of Death:
03/31/2021

Decedent's First Name:
GENFHA

Decedent's Middle Name:

RECORD INFORMATION

State File Number:
2021000020

State File Date:
03/31/2021

48. Funeral Home Processes- Record Loaded

5. To request a Disinterment Permit for the selected record, select **Record →
    Disinterment Permit.** The Disinterment Permit Request screen will be displayed:

DISINTERMENT PERMIT REQUEST

EDR:	Registrant Name:	Date of Death:	SFN:
000000000150576	JAMES LEMON	2021/04/30	2021000055

Fields List

Demographic 1
Demographic
Demographic
Demographic
Demographic 5 ✔
✔ Medical 1
✔ Medical 2
✔ Medical 3
✔ Medical 4
Comments
Disinterment Approval

ACTIVITY:
Field Name:
Field Status:
Action:
Retrieving Record

METHOD OF DISPOSITION

Method: (Specify):
CREMATION

PLACE OF DISPOSITION

Place of Disposition Type: Place of Disposition:
CEMETERY   KENT CEMETERY CENTER

Place of Disposition (Specify):   Street Address:
                                    ADDRESS

Street Type: State/Country: (Please click checkbox to filter countries only)
                                    ☐ RHODE ISLAND

City/Town: City(Other):
WARWICK

Zip: Zip Ext:
02887   2131

Date Of Disposition: Public Expense Burial?
04/30/2021   NO

Tomb: Lot:

NAME AND ADDRESS OF FUNERAL FACILITY

Facility Name: Facility Name(Other):
GENESIS FUNERAL HOME

Street Address: Street Type:
ST ADDR   VILLE

State/Country: County:
RHODE ISLAND   BRISTOL

49. Disinterment Permit Request

6. Edit any one the information with a wrench icon beside it.

43

50. Disinterment Permit Request- Editing Information

7. Save the changes by clicking the **Save** button in the **New Data** section of the **Correction**s screen.

8. The Disinterment Permit will be sent to the City/Town office for review.

3.1.1 Scan Documents

To scan supporting documentation:

1. Add any supporting documentation at this time by completing the fields in the **Supplemental Documents** section located at the bottom of the screen and then click the **Scan Document** icon.

51. Supplemental Documents

If the user does not intend to scan in any supporting documentation, they can press the **Save Document without Scan** icon after entering a corrected value in the **New Data** section.

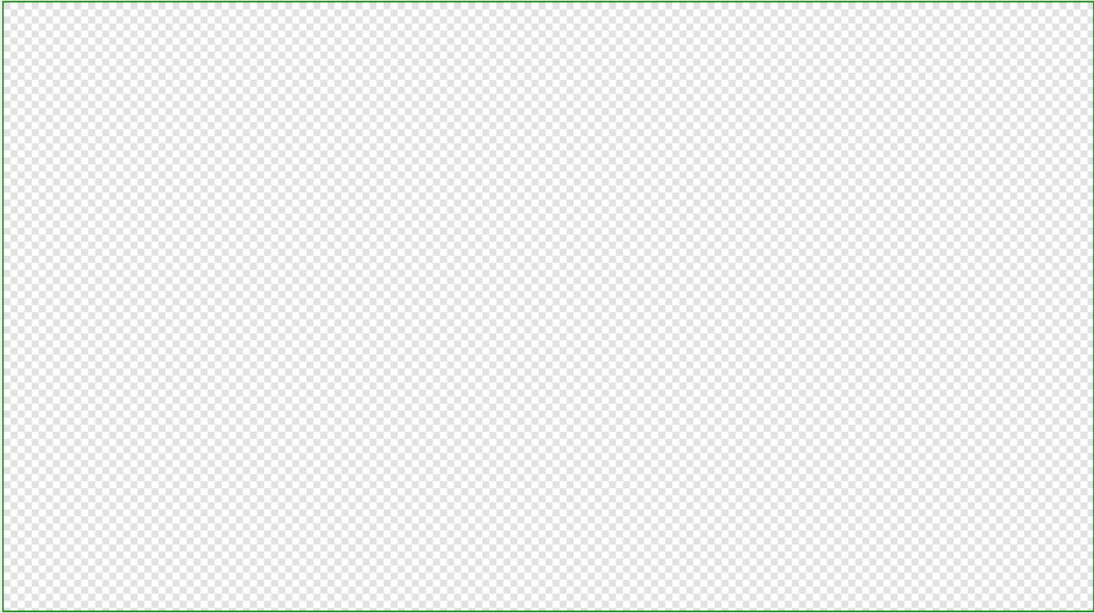2. The **Scan Documents** window will appear.

52. Scan Documents

3. Enter the **Document Type**, **Who Issued** the document, the **Date Issued** and

the **Image Description** into the corresponding fields, select the desired scanner from the **List of Scanners**, select RGB from the **Scan Type** and then click **Scan Document**.

4. Pressing **Scan Document** will load the image in the image preview section of the screen. To save the document, click the **Save Document** button.

5. A notification will appear when the file has successfully saved or if the save has failed.

6. Click the **X** in the right corner of the **Scan** window to close the window and return to the **Corrections** screen.

7. The user can choose to scan more supporting documentation by clicking the **Scan Another Document** icon and completing the scanning process again.

8. Save the changes by clicking the **Save** button in the **New Data** section of the **Corrections** screen.

### 3.1.2 Upload Supporting Documentation

To upload supporting documentation:

1. Add any supporting documentation at this time by completing the fields in the **Supplemental Documents** section located at the bottom of the screen and then click the **Upload Document** icon.

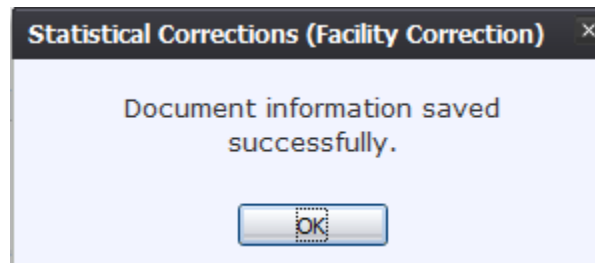2. The **File Upload** screen will appear.
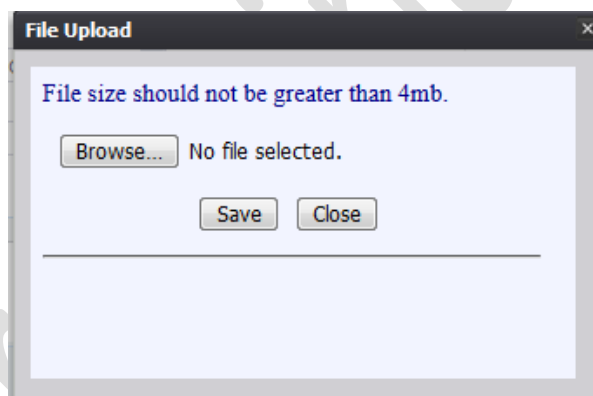
53. File Upload

3. Click the **Browse** button to open the **File Upload** screen.

4. Locate the desired file and click the **Open** button.

5. The **File Upload** screen will appear as seen below:
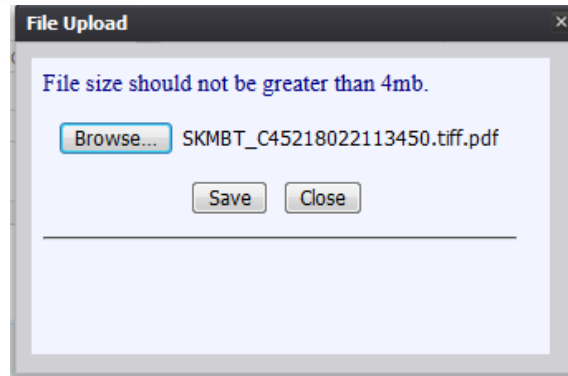
54. Uploaded File

6. Click the **Save** button.

7. The following message will appear:

55. Document Information Saved Successfully

9. Click **OK** to close the message.

3.2 Demographic Amendment

These exercises provide an overview of different processes involved in Demographic Amendments.

To complete these exercises, the user will need:

✓ Access to Funeral Home Process

3.2.1 Start a Demographic Amendment Process- Exercise 15

1. Select the **Function→Funeral Home Process** menu item.

2. The Funeral Home Processes screen will load:

56. Funeral Home Processes

3. Retrieve a record from the search menu option to open in the **Funeral Home Processes** screen, as shown below:
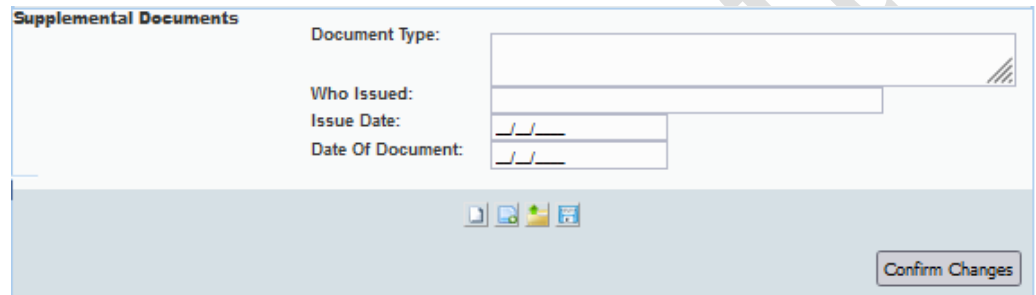

57. Funeral Home Processes- Record View

5. Select **Record → Process Demographic Amendment** to initiate the demographic amendment.

6. After coming to a field that needs to be corrected, click the icon located next to the appropriate field.

7. Enter the corrected value into the field.

8. Add any supporting documentation at this time by completing the fields in the **Supplemental Documents** section located at the bottom of the screen and then click either the **Scan Document** or **Upload Document** icon.

3.2.1.1 Scan Supporting Documentation

To scan supporting documentation:

1. Add any supporting documentation at this time by completing the fields in the **Supplemental Documents** section located at the bottom of the screen and then click the **Scan Document** icon.

58. Supplemental Documents

If the user does not intend to scan in any supporting documentation, they can press the **Save Document without Scan** icon after entering a corrected value in the **New Data** section.

2. The **Scan Documents** window will appear.

Scan Documents

| Document Type: | |
Who Issued:	
Date Issued:	__/__/____
Image Description:	
List of Scanners:	
Scan Type:	

Scan Document Save Document Close

59. Scan Documents

3. Enter the **Document Type**, **Who Issued** the document, the **Date Issued** and the **Image Description** into the corresponding fields, select the desired scanner from the **List of Scanners**, select RGB from the **Scan Type** and then click **Scan Document**.

4. Pressing **Scan Document** will load the image in the image preview section of the screen. To save the document, click the **Save Document** button.

5. A notification will appear when the file has successfully saved or if the save has failed.

6. Click the **X** in the right corner of the **Scan** window to close the window and return to the **Corrections** screen.

7. The user can choose to scan more supporting documentation by clicking the **Scan Another Document** icon and completing the scanning process again.

8. Save the changes by clicking the **Save** button in the **New Data** section of the **Corrections** screen.

3.2.1.2 Upload Supporting Documentation

To upload supporting documentation:

1. Add any supporting documentation at this time by completing the fields in the **Supplemental Documents** section located at the bottom of the screen and then click the **Upload Document** icon.

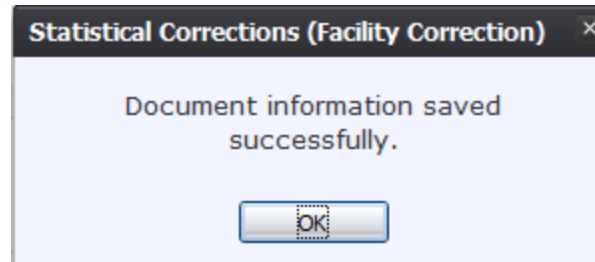2. The **File Upload** screen will appear.
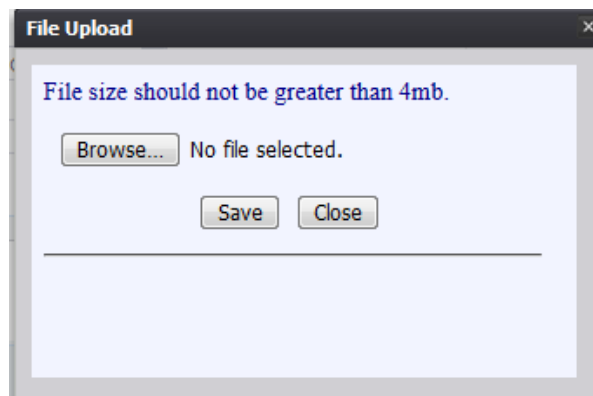
60. File Upload

3. Click the **Browse** button to open the **File Upload** screen.

4. Locate the desired upload file and click the **Open** button.

5. The **File Upload** screen will appear as seen below:
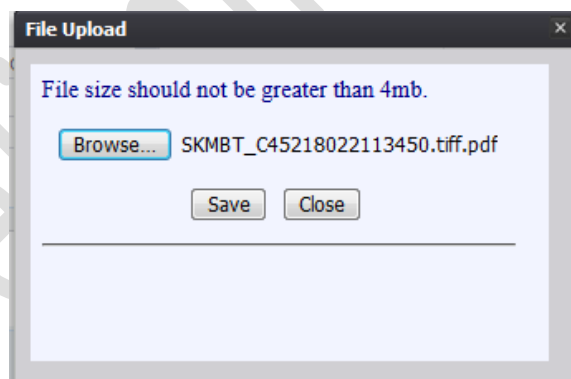
61. Uploaded File

6. Click the **Save** button.

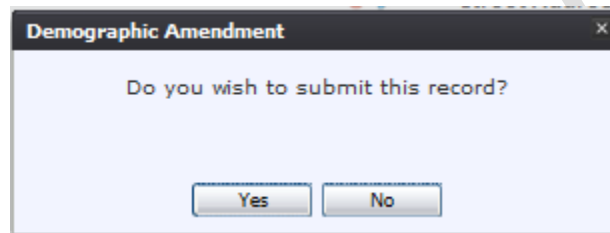7. The following message will appear:

51

62. Document Information Saved Successfully

10. Click **OK** to close the message.

11. Save the changes by clicking the **Save** button in the **New Data** section of the **Corrections** screen.
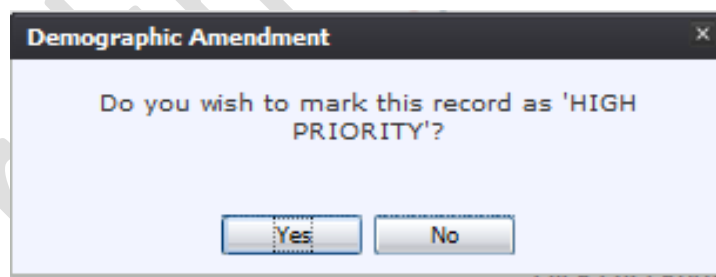
3.2.2 Submit a Demographic Amendment- Exercise 16

1. Select the **Process → Submit** menu item or click the **Submit** icon.

2. The following message will appear:

63. Submit Record?

3. Click the **Yes** button to confirm acceptance of the correction. The following message will appear:

64. Mark as High Priority

4. Click the **Yes** button to submit the correction as high priority.

   a. Click the **No** button to decline submitting the correction as high priority.

5. The following message will appear:

65. Record Submitted Successfully

3.2.3 Cancel a Demographic Amendment- Exercise 17

To cancel a demographic amendment:

1. With the Demographic Amendment screen open, select the **Process → Exit** menu item or click the **Exit** icon.

3.2.4 View Corrections/Supporting Documents- Exercise 18

To view corrections/supporting documents:

1. With the Demographic Amendment screen open, select the **Process → View (Corrections/Supporting Documents)** menu item or click the **View Corrections/Supporting Documents** icon.
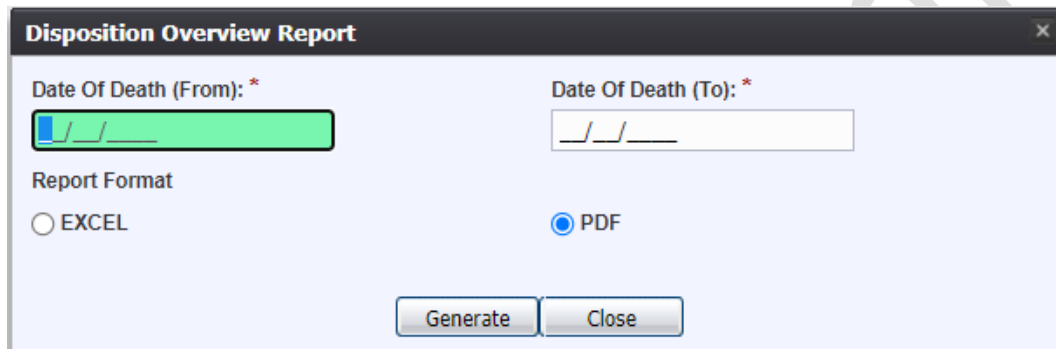
4.0 Reports

This exercise provides an overview of the different reports available to State users.

To complete this exercise, the user will need:

- ✓ Access to the Reports menu item
- ✓ The proper security process for each report

4.1 Running a Report- Exercise 19

1. From the Death Homepage, select the desired report from the Reports menu. A report options screen will appear:

66. Generating a Report Example

2. From this point, enter search criteria, select the file output type, and then click **Generate**.

   NOTE: Similar to previous screens, fields marked with red asterisks (*) are mandatory fields and must be resolved in order for the report to generate.

3. Generating a report as a PDF will automatically process the report and open it in a separate window.

4. If **Excel** is selected as the output file type, the file will be downloaded and must be opened manually by the user.

   NOTE: If the entered search information does not pull a report that can display any of the requested data, a page indicating that the user needs to try a different search, or alter the search information will generate.